

***United States Department of Agriculture (USDA)  
eGovernment Program***

***USDA eAuthentication Team  
IdentityMinder 6.0 ITS Tier 1.5 Service Desk  
Guide***

April 27, 2006





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## Revision History

### *Previous Change History*

*Table a – Previous Change History*

Version	Date	Author	Comment
1.0	4/10/06	Carriann Ashcraft	Initial Development of document
1.1	4/14/06	Carriann Ashcraft	Updated from Peer Review
1.2	4/27/06	Carriann Ashcraft	Updated from Peer Review

### *Document Sign-off*

*Table b – Document Sign-off*

Date	Name	Title
4/12/06	Nandini Krishnamoorthy	eAuth Developer
4/13/06	Todd Kaywood	Business Administration Manager
4/13/06	Kelly Frisby	Help Desk Agent
4/26/06	Matt Perry	eAuth Development Manager



## **1 Introduction**

### **1.1 Introduction**

Through legislated mandate, the United States Department of Agriculture (USDA), where practicable, must provide electronic alternatives to traditional paper-based processes. The first step in this is correctly identifying and authenticating users on the Internet. The three principal acts relevant to this policy are:

The Government Paperwork Elimination Act (GPEA)

The Electronic Signatures in Global and National Commerce Act (E-Sign)

The Freedom to E-File Act

The USDA eAuthentication solution provides authentication services for online applications. Managed by the USDA Office of the Chief Information Officer (OCIO), eAuthentication is an enabling process and technological foundation that will help USDA achieve its goals and objectives for eGovernment by supporting all USDA eGovernment initiatives and applications.

### **1.2 Audience**

This document is intended for the use of the ITS Tier 1.5 Service Desk functionality within IdentityMinder. This document will only cover the ITS Tier 1.5 Service Desk tasks of the IdentityMinder 6.0 upgrade.

### **1.3 Scope**

This document is intended for the internal use of the USDA eAuthentication. This guide will be distributed to the ITS Tier 1.5 Service Desk team to show them how to use the ITS Tier 1.5 Service Desk role in IdentityMinder 6.0.



## **2 Document Overview**

### ***2.1 IdentityMinder 5.6 to 6.0***

The latest version of IdentityMinder (IdentityMinder 6.0) will be migrated into the production environment the beginning of May, 2006. This migration will include overall functionality and interface updates for Application Admin, LRA, Help Desk, and My Account operations.

### ***2.2 Organization of Document***

This document will present how the ITS Tier 1.5 Service Desk functionality for the tasks listed below has changed from the IdentityMinder 6.0 upgrade.

- Reset User Password ITS Service Desk Tier 1.5
- View User ITS Service Desk Tier 1.5

### ***2.3 General Changes***

The initial screen in IdentityMinder has changed from a list of root links in 5.6 to a drop down menu in 6.0.

Depending on the number of tasks assigned to your account, tasks will be listed on the left navigation bar, or listed in categories along with the appropriate tasks.



### 3 ITS Tier 1.5 Service Desk Tasks

#### 3.1 Reset User Password ITS Service Desk Tier 1.5

This task is used to reset a customer's password.

*Figure 1 – Go to “Reset User Password ITS Service Desk Tier 1.5”*

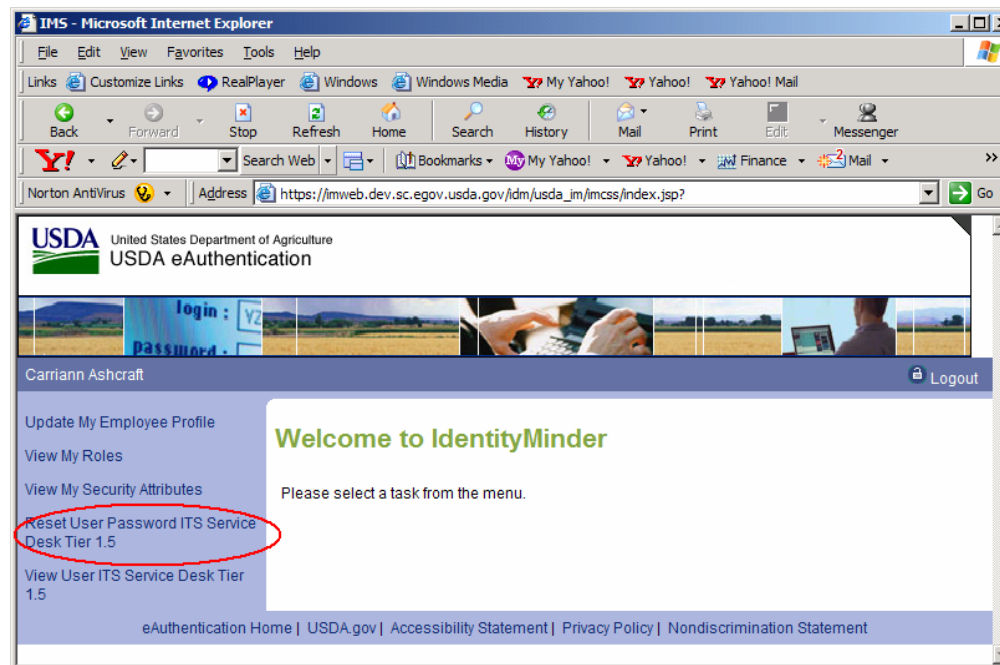




Figure 2 - Enter a name in the third box at the bottom according to the variables next to “+” on the left. When done, click “Search”.  
If you would like to return to the main screen, click “Cancel”.

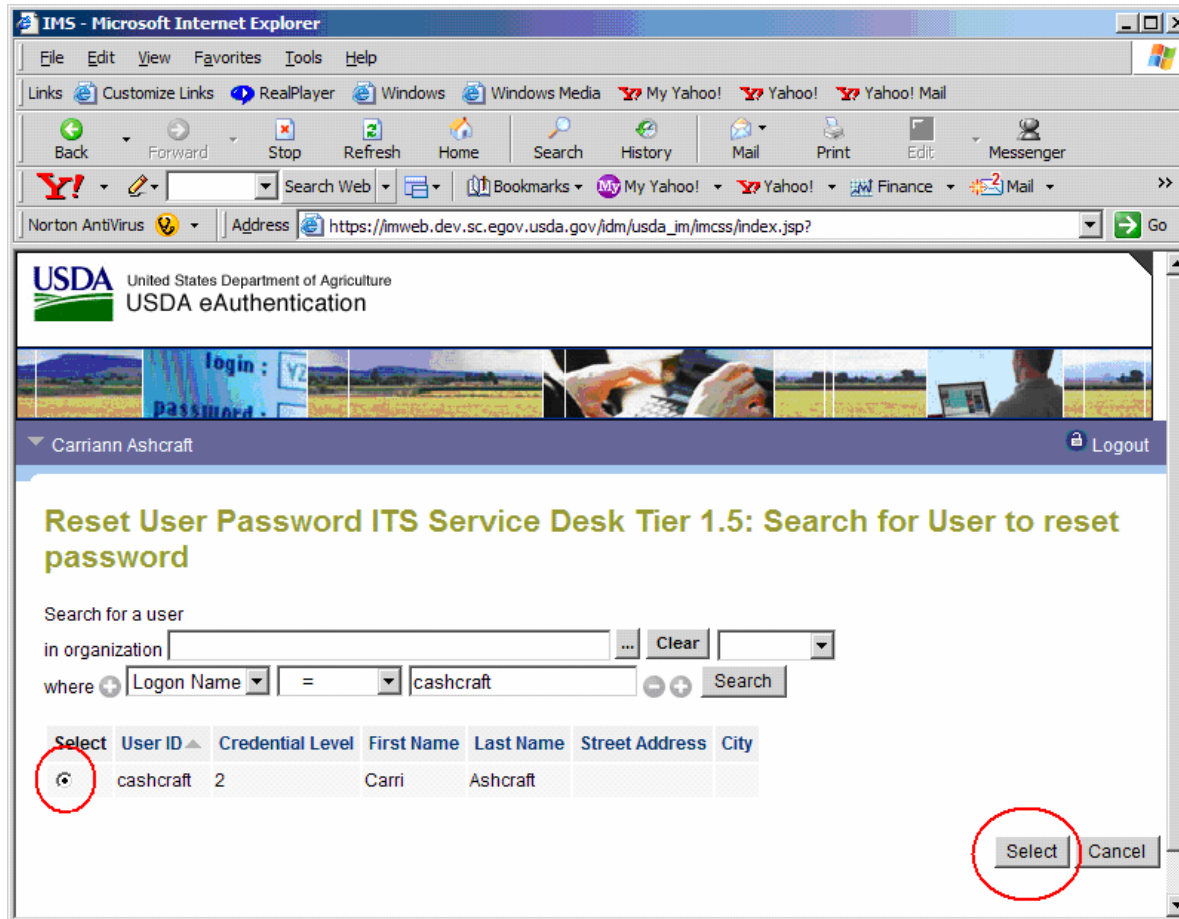
The screenshot shows a web browser window titled "IMS - Microsoft Internet Explorer". The address bar shows the URL: [https://imweb.dev.sc.egov.usda.gov/idm/usda\\_im/mcss/index.jsp?task.tag=ResetUserPasswordITSer](https://imweb.dev.sc.egov.usda.gov/idm/usda_im/mcss/index.jsp?task.tag=ResetUserPasswordITSer). The page content includes the USDA logo and the text "United States Department of Agriculture" and "USDA eAuthentication". Below this is a banner with the text "login:" and "password:". The main heading is "Reset User Password ITS Service Desk Tier 1.5: Search for User to reset password". The search form has the following fields and controls:

- "Search for a user" text input field.
- "in organization" dropdown menu.
- "where" dropdown menu set to "Logon Name".
- A comparison operator dropdown menu set to "=".
- A text input field containing an asterisk (\*).
- A "Search" button.
- A "Cancel" button.

**Important Note:** There is a known issue with the search functionality when no search criteria are provided for a task.  
For example, putting an \* in to search for all users will respond with the following error message:  
"SmImSqlCommand (findInScope) Provider call failed Error Code was: -2147418012 Error Message: Unknown Failure ID: 2401"

**Please be sure to put a name or partial name into the search box to avoid this issue.**

*Figure 3* – This screen displays your search results. Click on a radio button to select a user.  
When done, click “Select” at the bottom of the screen.



The screenshot shows a web browser window titled "IMS - Microsoft Internet Explorer" displaying the USDA eAuthentication interface. The page header includes the USDA logo and the text "United States Department of Agriculture" and "USDA eAuthentication". Below the header is a navigation bar with a "Logout" link. The main content area is titled "Reset User Password ITS Service Desk Tier 1.5: Search for User to reset password". It contains a search form with the following fields:

- Search for a user in organization: [text input]
- where: [dropdown menu] Logon Name [dropdown menu] = [dropdown menu] cashcraft [Search button]

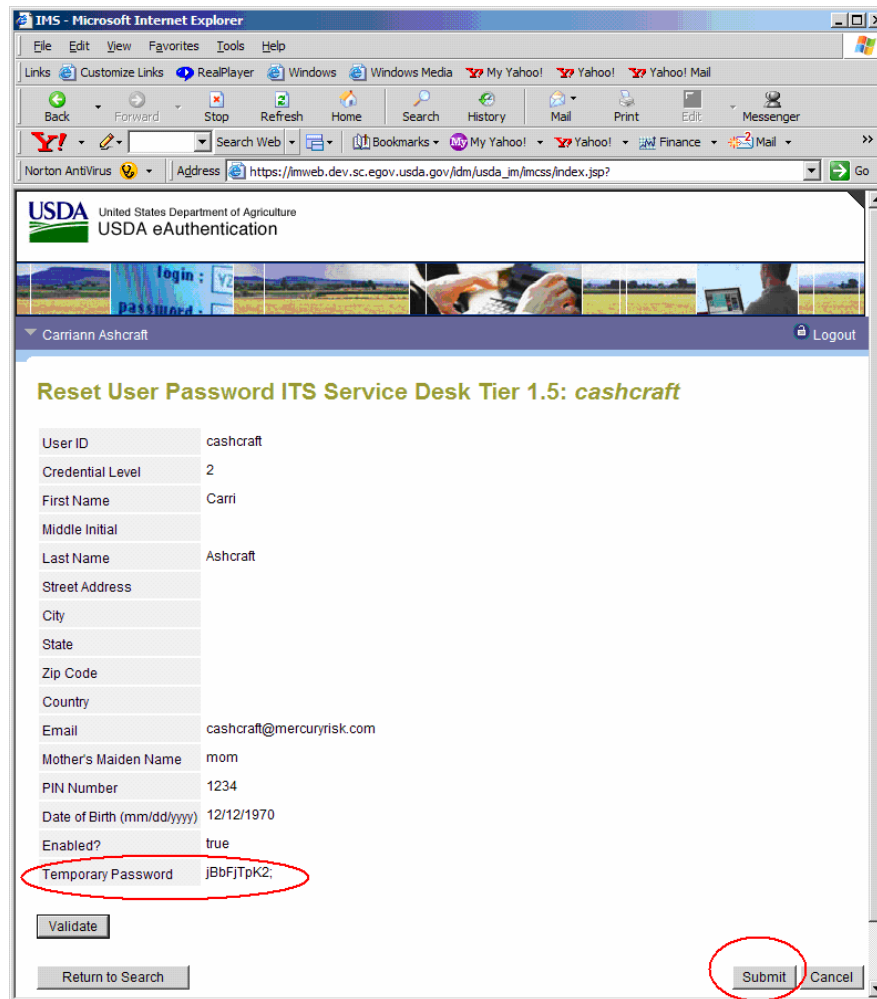
Below the search form is a table of search results:

Select	User ID	Credential Level	First Name	Last Name	Street Address	City
<input checked="" type="radio"/>	cashcraft	2	Carri	Ashcraft		

At the bottom right of the page, there are two buttons: "Select" and "Cancel". Both the radio button in the table and the "Select" button are circled in red.



Figure 4 - This screen will display the customer's temporary password. Click "Submit" when done.



**Reset User Password ITS Service Desk Tier 1.5: cashcraft**

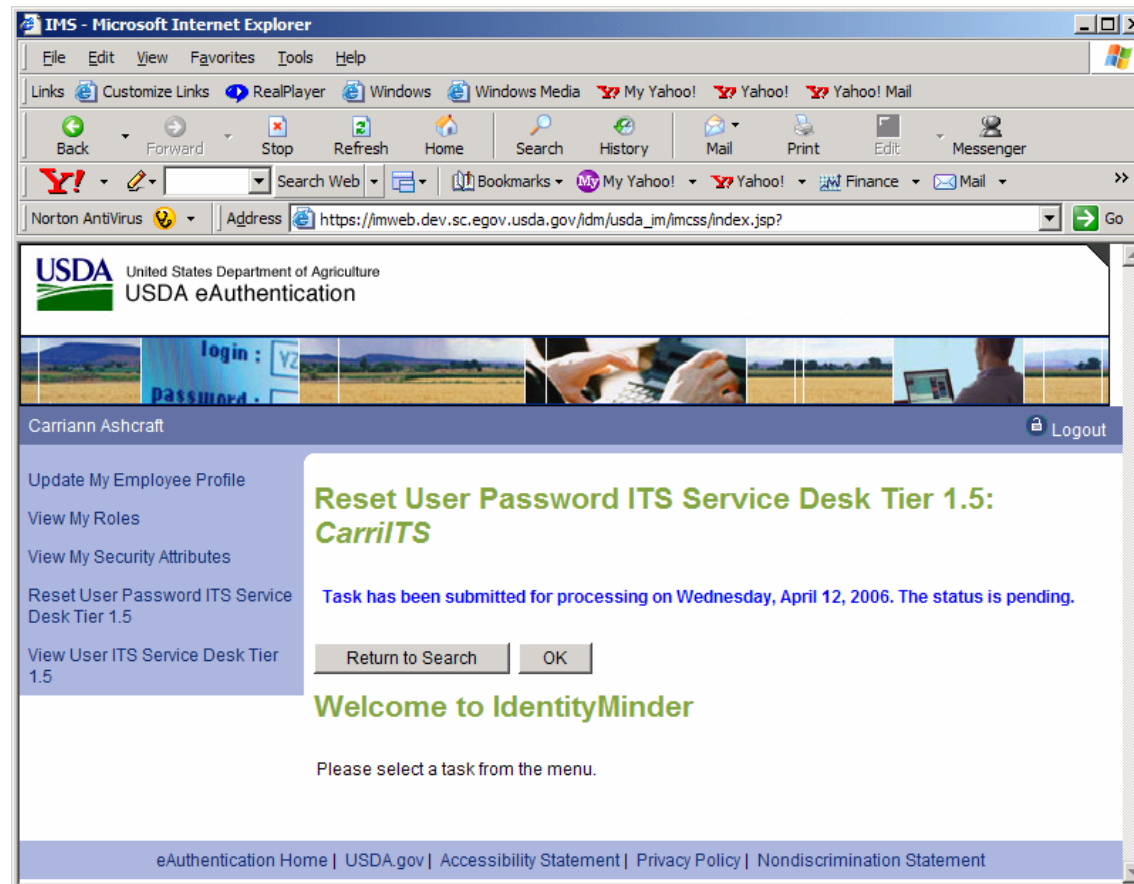
User ID	cashcraft
Credential Level	2
First Name	Carri
Middle Initial	
Last Name	Ashcraft
Street Address	
City	
State	
Zip Code	
Country	
Email	cashcraft@mercuryrisk.com
Mother's Maiden Name	mom
PIN Number	1234
Date of Birth (mm/dd/yyyy)	12/12/1970
Enabled?	true
Temporary Password	jBbFjTpK2:

Validate

Return to Search

Submit Cancel

Figure 5 - This screen acknowledges your updates. Click “Return to Search”, or “OK” to return to the main screen.





### 3.2 View User ITS Service Desk Tier 1.5

This task is for viewing a user's profile.

Figure 6 – Go to “View User ITS Service Desk Tier 1.5”.

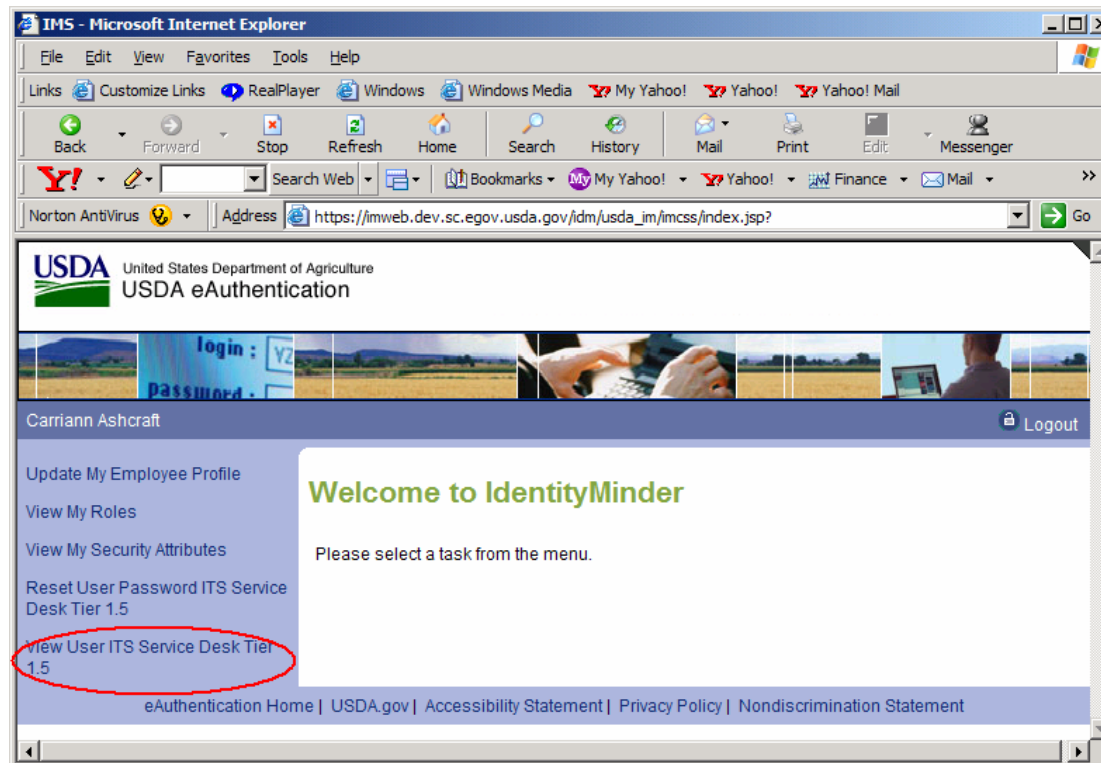
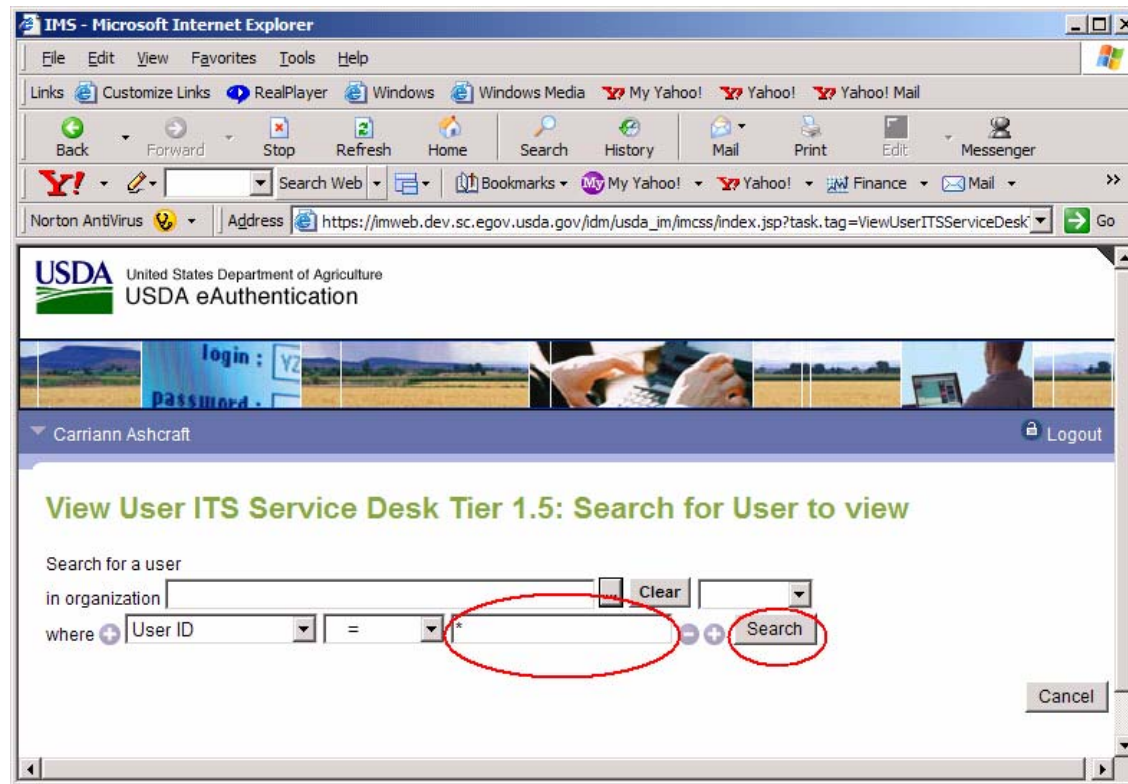


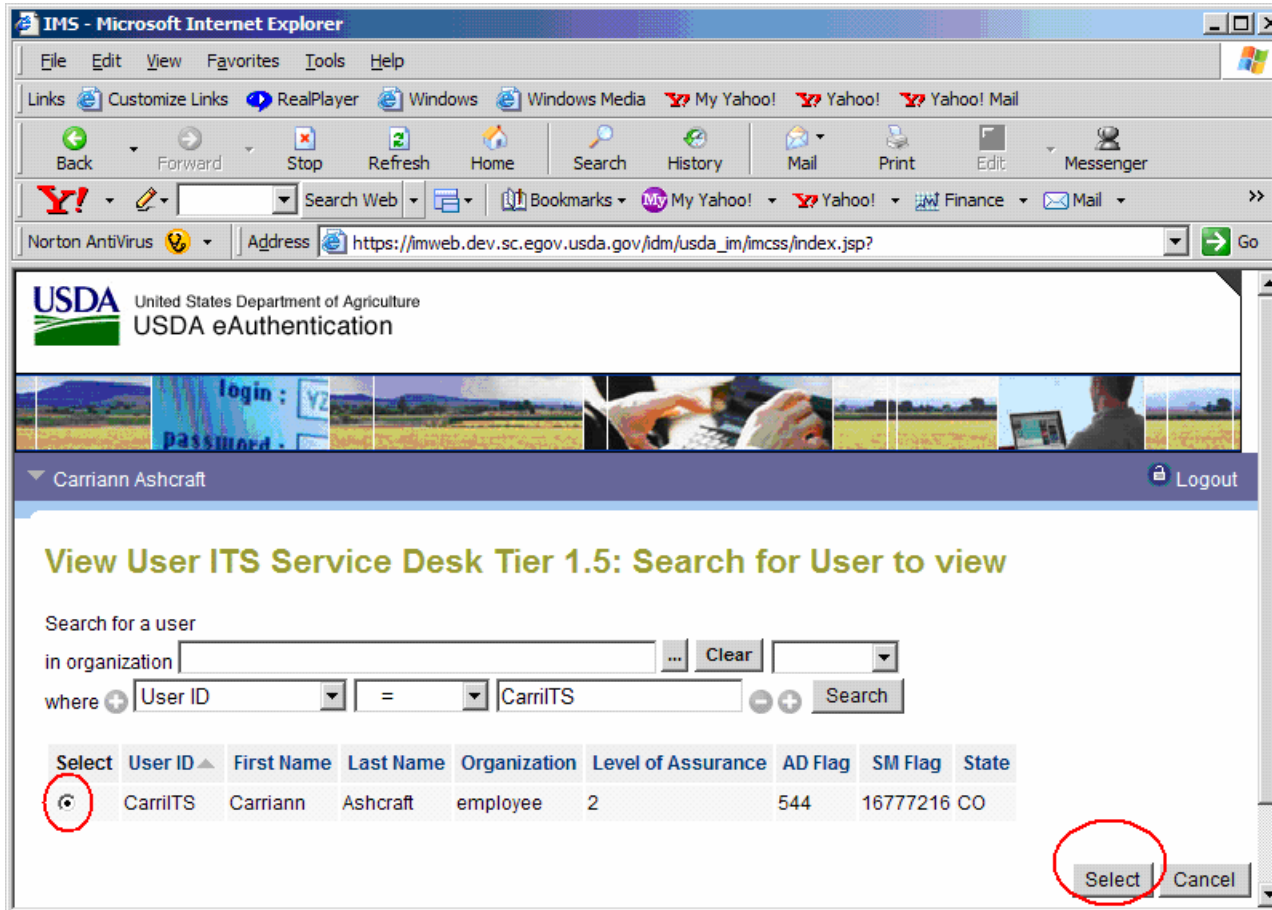
Figure 7 - Enter a name in the third box at the bottom according to the variables next to “+” on the left. When done, click “Search”.  
If you would like to return to the main screen, click “Cancel”.



**Important Note:** There is a known issue with the search functionality when no search criteria are provided for a task.  
For example, putting an \* in to search for all users will respond with the following error message:  
"SmImmsCommand (findInScope) Provider call failed Error Code was: -2147418012 Error Message: Unknown Failure ID: 2401"

**Please be sure to put a name or partial name into the search box to avoid this issue.**

Figure 8 - This screen displays your search results. Click on a radio button to select a customer. When done, click “Select” at the bottom of the screen.



USDA United States Department of Agriculture  
USDA eAuthentication

Carriann Ashcraft Logout

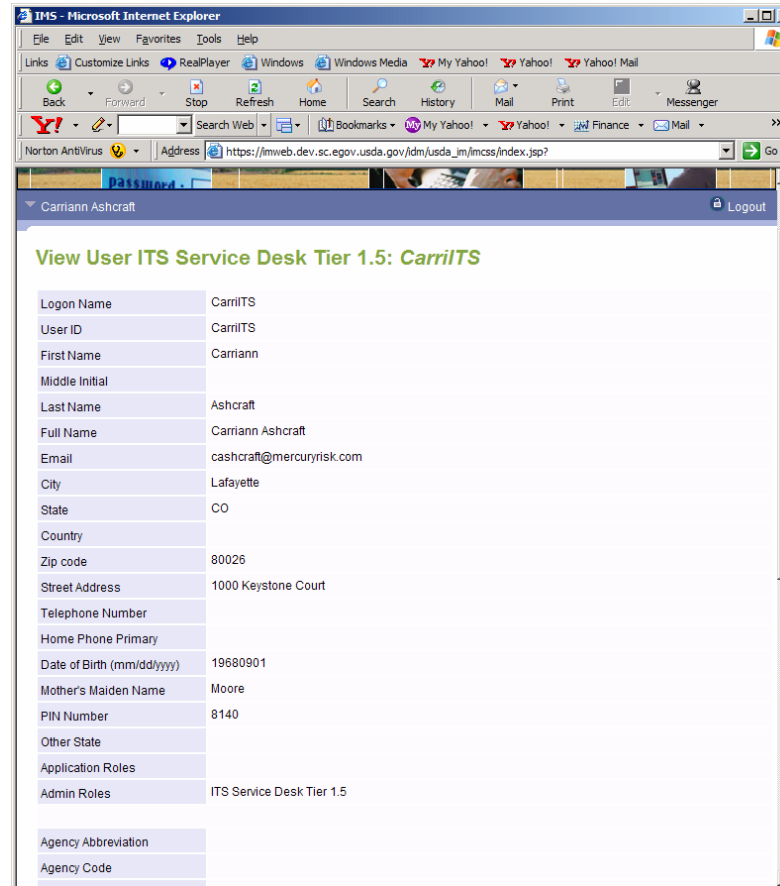
### View User ITS Service Desk Tier 1.5: Search for User to view

Search for a user  
in organization  ... Clear

where  User ID  =  CarriITS

Select	User ID	First Name	Last Name	Organization	Level of Assurance	AD Flag	SM Flag	State
<input checked="" type="radio"/>	CarriITS	Carriann	Ashcraft	employee	2	544	16777216	CO

*Figure 9* - This screen will allow you to view the customer's profile information. Click on the tab you would like to view. When done, click "Close" at the bottom of the screen. Click "Return to Search", if you would like to search for another user.



IMS - Microsoft Internet Explorer

Address: https://imweb.dev.sc.egov.usda.gov/idm/usda\_im/mcss/index.jsp?

Carriann Ashcraft Logout

### View User ITS Service Desk Tier 1.5: CarriITS

Logon Name	CarriITS
User ID	CarriITS
First Name	Carriann
Middle Initial	
Last Name	Ashcraft
Full Name	Carriann Ashcraft
Email	cashcraft@mercuryrisk.com
City	Lafayette
State	CO
Country	
Zip code	80026
Street Address	1000 Keystone Court
Telephone Number	
Home Phone Primary	
Date of Birth (mm/dd/yyyy)	19680901
Mother's Maiden Name	Moore
PIN Number	8140
Other State	
Application Roles	
Admin Roles	ITS Service Desk Tier 1.5
Agency Abbreviation	
Agency Code	



## 4 IdentityMinder Support

For further assistance, please contact:

St. Louis - [Marilyn.Maldonado@st.usda.gov](mailto:Marilyn.Maldonado@st.usda.gov)

Kansas City - [Rebecca.Burkhart@usda.gov](mailto:Rebecca.Burkhart@usda.gov)

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